

# **LACS<sup>Link</sup>™ DISTRIBUTION LICENSEE PERFORMANCE REQUIREMENTS**

## **1 Purpose**

- 1.1 The purpose of these performance requirements is to establish standard criteria of performance with which USPS requires LACS<sup>Link</sup> Distribution Licensees (“Licensees”) to comply.
- 1.2 The purpose of the LACS<sup>Link</sup> Product is to provide mailers with a tool to obtain converted addresses that are changed from rural-style addresses to city-style addresses or existing city-style addresses that have been renumbered or renamed.
- 1.3 Licensee's software interface must adhere to specific USPS® requirements regarding the product including the Software's Developer's Guide (SDG) as well as the specifications herein.
- 1.4 In the event of a conflict between this document and the standard LACS<sup>Link</sup> Distribution License Agreement, the terms of the LACS<sup>Link</sup> Distribution License Agreement prevail.

## **2 Product Description**

- 2.1 The LACS<sup>Link</sup> Product utilizes what is referred to as “hash” tables. The hash tables are secure datasets that will only provide converted address information when queried, through use of a software interface, with a specific algorithm of the old address from a mailer's address list which matches the algorithm of the information as it appears on the LACS<sup>Link</sup> database.
- 2.2 The input algorithm uses a complete address, a 5-digit ZIP Code™ and an unparsed address to obtain a match.

## **3 Fulfillment**

- 3.1 Licensee's LACS<sup>Link</sup> System must be able to load the full LACS<sup>Link</sup> Product test data via CD.

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- 3.2 Monthly updates containing the full LACS<sup>Link</sup> Product datasets will be provided via CD to Licensees processing in a production environment.
- 3.3 Monthly updates more than 60 days old shall be destroyed using common practice for disposal of sensitive materials. Examples of acceptable methods of destruction include shredding, punching, incinerating, or breaking the CDs.
- 3.4 Licensees redistributing the LACS<sup>Link</sup> data must denote in a printed statement included on the media that the LACS<sup>Link</sup> Licensed Materials are held confidential.

### **4 General Requirements**

- 4.1 Licensee, in order to sell and/or distribute its LACS<sup>Link</sup> Software Interface, must meet all requirements and specifications contained within the License Agreement and the most current version of the Licensee Performance Requirements, unless explicitly allowed, prohibited, or modified by USPS in writing. The Interface must be reviewed, tested, and approved by the USPS prior to any actual sale and/or distribution to ensure that all requirements are met.
- 4.2 Additionally under a separate license with the USPS, Licensee must first develop a Software Interface and obtain certification for that Interface. The Software Interface must comply with the most current version of the Software Developer Guide (SDG), unless explicitly allowed, prohibited, or modified by the USPS in writing.
- 4.3 Copies of these Licensee Performance Requirements, License Agreement, Certification Procedures and other related documents will be posted to the RIBBS website at <http://ribbs.usps.gov/files/LACSLink>.

### **5 Specific Requirements**

- 5.1 Licensees must sell and/or distribute a USPS licensed and certified LACS<sup>Link</sup> software interface to access the LACS<sup>Link</sup> Product.
- 5.2 To provide the most up-to-date address conversions, Licensees utilizing the LACS<sup>Link</sup> Product must receive the ZIP + 4 and City/State Products on a monthly basis. Refer to Exhibit A for acceptable use dates for these products.

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- 5.3 The LACS<sup>Link</sup> Product shall not be used to facilitate creation of address list artificially. To detect conditions when address records appear to be the result of artificially manufactured and not legitimately obtained addresses, the Licensee's software interface will encounter a "Stop LACS<sup>Link</sup> Processing" function that will cause the interface to cease processing addresses when the interface encounters a list containing an apparent artificial address. Any time an address encounters a False Positive record, the LACS<sup>Link</sup> conversion function will be halted immediately.
- 5.4 When the customer encounters the "Stop LACS<sup>Link</sup> Processing" function, the customer must notify the Licensee in order to restore LACS<sup>Link</sup> processing capability. The Licensee shall inform the customer that the processing was halted due to an unauthorized exposure to an apparent artificially created address. The Licensee shall immediately notify USPS of the customer's name and address. The Licensee's software interface shall be designed to include a unique "one time only, restart code" to restore LACS<sup>Link</sup> processing capability (i.e. cannot be used after the first occurrence to bypass any further "Stop LACS<sup>Link</sup> Processing" error codes). USPS reserves the right to require a Licensee to suspend a customer's ability to perform LACS<sup>Link</sup> processing when multiple incidents of artificial address detection occur.
- 5.4.1 The following statement regarding the "Stop LACS<sup>Link</sup> Processing" function shall be placed into all documentation provided to the customer. The error code definition shall read: "LACS<sup>Link</sup> processing was terminated due to the detection of what is determined to be an artificially created address. No address beyond this point has been LACS<sup>Link</sup> processed. In accordance with the License Agreement between USPS and <<Licensee>>, LACS<sup>Link</sup> shall be used to convert legitimately obtained addresses only, and shall not be used for the purpose of artificially creating address lists. The written Agreement between <<Licensee>> and <<Licensee's customer>> shall also include this same restriction against using LACS<sup>Link</sup> to artificially create address lists. Continuing use of LACS<sup>Link</sup> requires compliance with all terms of the License Agreement. If you believe this address was identified in error, please contact <<Licensee>>."

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- 5.5 Licensee's software interface shall be designed to include a "stop processing" code that will cause the LACS<sup>Link</sup> software interface to stop working when the LACS<sup>Link</sup> data has aged more than 60 days from the product date.
- 5.6 Licensee's interface software must be capable of recalling or disabling software of customers suspended and/or terminated by USPS.
- 5.7 Licensees' software interface must be able to accurately respond to all address conversions from the Licensor and upon USPS request, provide USPS with access to any resources used in the performance of this license and with the necessary equipment and/or reports to monitor performance at Licensee's facility.
- 5.8 Licensee is responsible for providing all necessary customer support for its services. Licensee's customers requiring technical information must contact a customer service group managed by the Licensee. Licensee's customer service group shall be responsible for providing resolution to all inquiries concerning the product output.
- 5.9 It shall be the Licensee's responsibility to ensure that its customers understand the LACS<sup>Link</sup> process and product output.
- 5.10 Licensee shall repair or have repaired all equipment, hardware, and/or software deficiencies related to the LACS<sup>Link</sup> Product within 30 days of identification of said deficiencies. Once deficiencies are corrected and upon USPS approval, Licensees must redistribute the repaired software interface to customers no later than 30 calendar days from the date of notice of USPS approval.
- 5.11 Licensee shall establish a central email address for receipt and disbursement of USPS electronic correspondence within Licensee's organization.
- 5.12 Licensee must adhere to the provisions of Standards of Performance as detailed in Section 7 below.

### **6 Basic LACS<sup>Link</sup> Product Output**

- 6.1 For each address submitted by a customer, Licensee's software interface must be able to return the following output:

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- a) Each original unaltered input address as it was presented.
- b) For each mailing address for which there is a match to the LACS<sup>Link</sup> Product, a standardized new address with the 11-digit Delivery Point Barcode (DPBC) and standard return codes as listed in Exhibit B.
- c) When a match is made, the specific address used in the query that obtained the match must be returned.
- d) For each mailing address for which there is not a match to the LACS<sup>Link</sup> Product, the Interface shall return all elements as appropriate under items a and b as well as any standard return codes as may be appropriate as listed in Exhibit B.
- e) The urbanization name information for converted (updated) addresses, when applicable.

### **7 Standards of Performance**

- 7.1 Since multiple LACS<sup>Link</sup> License awards are anticipated, the marketplace will establish a competitive price for the service. However, the intent of the U.S. Postal Service® is that this service will be widely available at a reasonable cost to customers.
- 7.2 Licensee is responsible for selling and/or distributing a software interface which will customize the type of format used to provide the desired output from the LACS<sup>Link</sup> Product.
- 7.3 Licensees are permitted to “bundle” software products such as NCOA<sup>Link</sup>™, and Licensees’ proprietary service offerings such as merge/purge along with the LACS<sup>Link</sup> Product.
- 7.4 Licensee is responsible for distributing license related electronic correspondence from USPS to the appropriate personnel within Licensee’s organization. Pursuant to paragraph 5.11, all electronic correspondence will be directed to a central email address within the Licensee’s organization. The email address must be [ncscinfo@<yourcompany>.com](mailto:ncscinfo@<yourcompany>.com). In the event that this address is already assigned for some other purpose, an alternate address must be submitted to USPS for approval.

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Licensee will subsequently distribute all applicable USPS notifications internally to ensure receipt by the proper staff. Such correspondence will also be sent to the pertinent contacts provided during the application process; however in the event of “bounce backs” successful delivery via the central email address will be considered confirmation of receipt.

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**Exhibit A**

Per the USPS DMM®, the ZIP + 4 and City/State data must be updated by ZIP + 4 and City/State Product users within 45 days of the USPS release date. For general use, a data release is valid for 105 days from the USPS release date and users may elect to receive bi-monthly updates. However, USPS requires LACS<sup>Link</sup> Licensees to update these files on a monthly basis in order to obtain the best possible results from the LACS<sup>Link</sup> process.

The following chart is provided to assist in determining which data release is considered the most current for LACS<sup>Link</sup> Licensees.

Release	Required Use Date	Last Use Date
January 15	March 1	March 31
February 15	April 1	April 30
March 15	May 1	May 31
April 15	June 1	June 30
May 15	July 1	July 31
June 15	August 1	August 31
July 15	September 1	September 30
August 15	October 1	October 31
September 15	November 1	November 30
October 15	December 1	December 31
November 15	January 1	January 31
December 15	February 1	February 28 (Feb 29 in leap year)

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**Exhibit B**

**LACS<sup>Link™</sup> Return Code Descriptions**

Code = Return Code

Address = "Y" = New Address

"N" = New Address not provided

Description = Explanation of Return Code

How = "D" = Derived by data – returned in lieu of 11-digit

"S" = Derived by software

**\*Return Code should only be returned if you actually go to the Ilk.hsl hash table.**

Code	Description	Address	How
A	<b>LACS<sup>Link</sup> Record Match</b> – The input record matched to a record in the master file. A new address could be furnished.	Y	D
00	<b>No Match</b> – The input record COULD NOT BE matched to a record in the master file. A new address could not be furnished.	N	D
09	<b>LACS<sup>Link</sup> Record Match: Highrise Default</b> – The input record matched to a record in the master file, but the old address is a highrise default.	N	D
14	<b>LACS<sup>Link</sup> Record Match: New Address Would Not Convert at Run Time</b> – The input record matched to a record in the master file. The new address could not be converted to a deliverable address.	N	S
92	<b>LACS<sup>Link</sup> Record Match: Secondary Number Dropped from Input Address</b> – The input record matched to a master file record, but the input address had a secondary number and the master file record did not. The record is a ZIP + 4 street level or highrise match.	Y	S